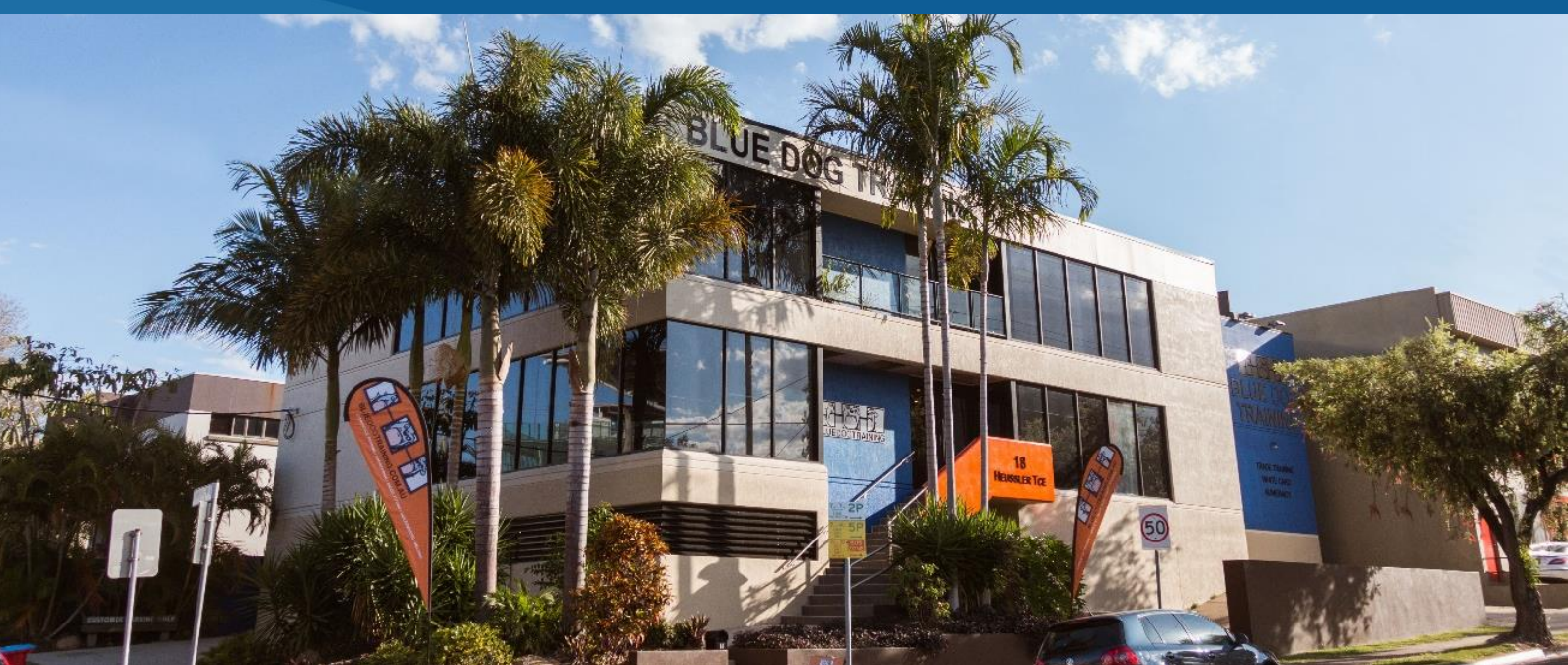




# BLUEDOGTRAINING



## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Blue Dog Training** policy may impact on the currency of information included. **Blue Dog Training** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Blue Dog Training**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Blue Dog Training**. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to **Blue Dog Training** at [trades@bluedogtraining.com.au](mailto:trades@bluedogtraining.com.au)

## *Student Handbook*



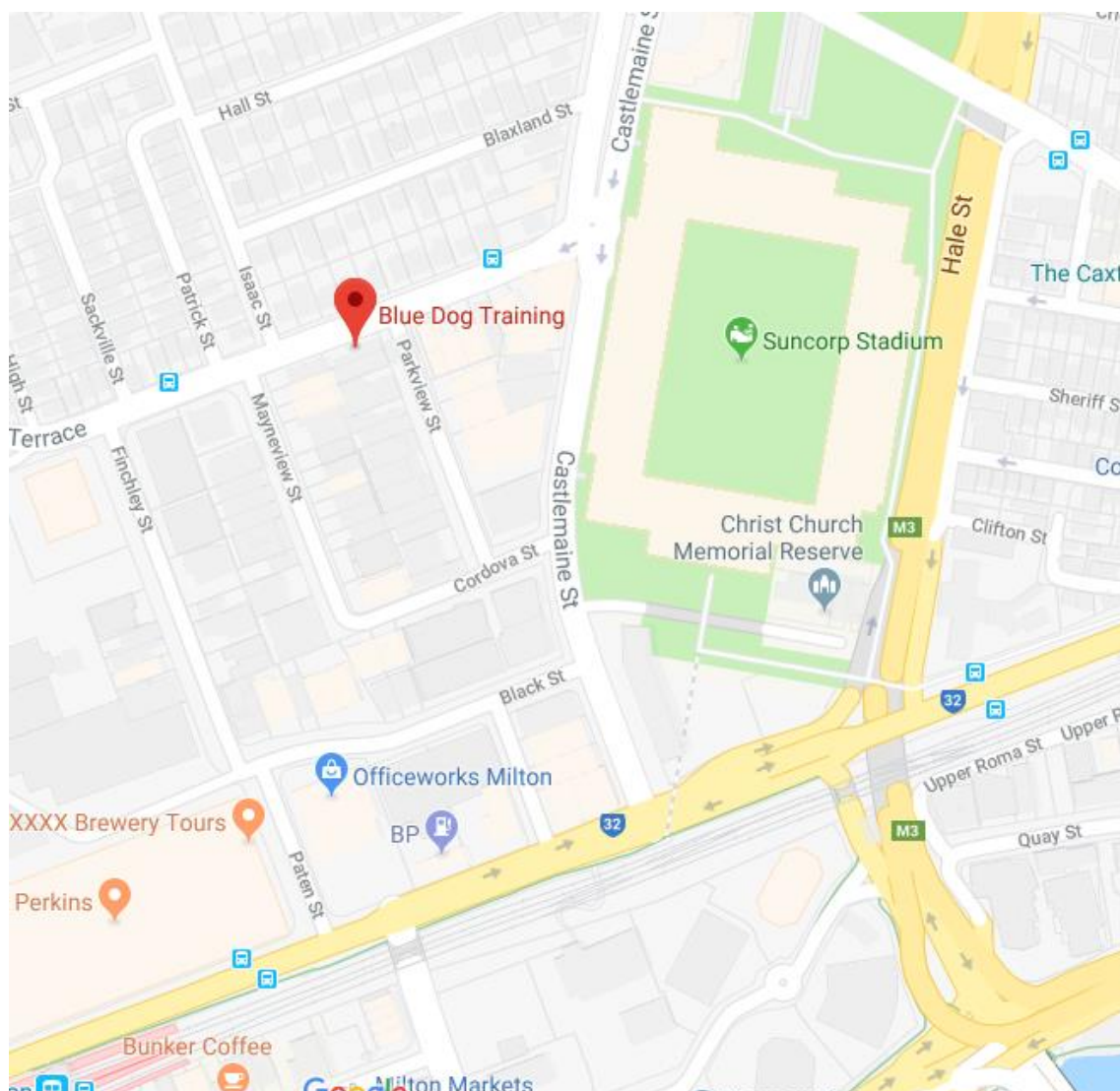
## Contents

1.	Important Details about Blue Dog Training .....	3
2.	Welcome .....	4
3.	Legislation.....	4
4.	Code of Conduct.....	5
5.	Policies and Procedures .....	5
6.	Privacy.....	5
7.	Enrolment .....	6
8.	Student/Course Fees.....	8
9.	Payment of Fees.....	11
10.	Refunds .....	11
11.	Queensland Government Funding Rules .....	12
12.	NSW Apprenticeship Training.....	13
13.	Course Information.....	13
14.	Information for Apprentices and Trainees (Queensland) .....	16
15.	Assessment Information .....	17
16.	Student Conduct .....	18
17.	Student Feedback.....	19
18.	Issuing Certificates.....	20
19.	“White Card” Safety Induction Verification Process .....	20



## 1. Important Details about Blue Dog Training

**Provider Code:** 31193  
**Address:** 18 Heussler Terrace, Milton, Qld, 4064  
**Phone:** 07 3166 3900  
**Email:** trades@bluedogtraining.com.au  
**Website:** www.bluedogtraining.com.au  
**Location Map:**



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## 2. Welcome

Thank you for selecting **Blue Dog Training** to be your training provider.

### About us

**Blue Dog Training** is a proudly Australian training provider for the construction and engineering industries. We offer courses for apprenticeship training; Vocational education and training in schools (VETiS), general construction induction training (White Card), short courses for continuing professional development and safety awareness courses.

A market leader in online construction safety courses and vocational training, **Blue Dog Training** delivers high-quality yet flexible programs. Our training is '*training by tradies, for tradies*'.

As a Registered Training Organisation (RTO) **Blue Dog Training** delivers nationally recognised qualifications. In Australia only RTOs can issue nationally recognised qualifications.

### Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **Blue Dog Training**.

### Information for Overseas students

As **Blue Dog Training** is not registered on the *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* we are unable to recruit, enrol and teach overseas students studying or intending to study in Australia on student visas.

The *Education Services for Overseas Students Act 2000* or *ESOS Act* establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

An overseas student is defined in Section 5 of the *ESOS Act* as *a person (whether inside or outside Australia) who holds a current student visa (as defined in Regulation 1.03 of the Migration Regulations 1994)*.

The *ESOS Act* can be viewed at the Federal Register of Legislation website which is available at <https://www.legislation.gov.au/Details/C2017C00292>

## 3. Legislation

As an RTO, **Blue Dog Training** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- ✓ *National Vocational Education and Training Regulator Act 2011*
- ✓ *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, **Blue Dog Training** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- |  |   |
|--|---|
| ✓ <i>Anti-discrimination</i>                           | ✓ <i>Apprenticeships and traineeships</i> |
| ✓ <i>Children and Young People</i>                     | ✓ <i>Equal Opportunity</i>                |
| ✓ <i>Fair Work (including harassment and bullying)</i> | ✓ <i>Privacy</i>                          |
| ✓ <i>Student Identifiers</i>                           | ✓ <i>Workplace Health &amp; Safety</i>    |





Blue Dog Training is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- ✓ [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- ✓ [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## 4. Code of Conduct

As a responsible member of the VET community, Blue Dog Training follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. A copy of the Blue Dog Training Code of Conduct can be obtained by contacting your Blue Dog Training trainer and/or assessor.

Similarly, Blue Dog Training has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

## 5. Policies and Procedures

A range of policies and procedures underpin Blue Dog Training's operations, these include:

- ✓ [Access, Equity and Student Welfare Policy](#)
- ✓ [Child Safety Policy](#)
- ✓ [Complaints and Appeals Policy](#)
- ✓ [Issuance of Certification Policy](#)
- ✓ [Privacy Policy](#)
- ✓ [Student Fee Refund Policy](#)
- ✓ [Workplace Health and Safety Policy](#)

If you would like any information on any of the Blue Dog Training policies, please send a request to [admin@bluedogtraining.com.au](mailto:admin@bluedogtraining.com.au).

## 6. Privacy

Blue Dog Training considers student privacy to be of utmost importance and strongly supports the privacy and confidentiality of its students in all aspects of its business operations. Information is collected and stored in accordance with the *Privacy Act 1988 (Commonwealth)* and *Australian Privacy Principles 2014*.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

More information is available in the Blue Dog Training Privacy Policy.

### Access to Your Records

Students have the right to request information about or have access to their own individual records.

If you wish to access your student information file, please direct your enquiry to your trainer who will be able to provide the requested information or access.



If you wish to access any hard copy records you may be required to attend the offices of [Blue Dog Training](#) and provide suitable photo identification, such as a current driver's licence or passport, prior to access being granted. You will then be able to view all records privately.

No other parties will have access to your records without your prior written consent. Should you permit a third-party access to your records, this will need to be clearly communicated, in writing, to [Blue Dog Training](#). Third parties with authority to access student records must provide suitable photo identification such as a current driver's licence or passport, prior to access being granted.

More information is available in the [Blue Dog Training Privacy Policy](#).

## 7. Enrolment

The enrolment process may vary depending on the course you intend to study. Generally, the [Blue Dog Training](#) enrolment process requires a student to:

- ✓ review the course information documentation provided to you either electronically or from the Blue Dog Training website, and
- ✓ complete and submit the correct enrolment form, and
- ✓ provide evidence and confirmation of eligibility for enrolment (if required), and
- ✓ accept the fees and charges related to your proposed course as well as payment terms and methods,
- ✓ complete a Language, Literacy and Numeracy (LL&N) assessment to identify if their LL&N skills are of a level necessary to successfully complete their course/qualification and
- ✓ confirm you have read and understand all parts of this Student Handbook and the Student Course Information for your chosen course of study.

Once all enrolment forms have been completed and processed, you will be enrolled into the course, provided with a 'student login', instructions for use and assigned a trainer to assist you through the course.

Note: Enrolment is not confirmed until fees have been paid as agreed.

### Apprenticeship and Traineeship Enrolments

Upon receipt of a notification form nominating [Blue Dog Training](#) as the supervising registered training organisation (SRTTO) a representative from [Blue Dog Training](#) will contact you and your employer to arrange a time to conduct a formal induction and enrolment session.

Upon completion of the enrolment and induction your trainer will develop an individualised Training Plan in consultation with you and your employer. This will be signed by all parties and a copy maintained electronically by [Blue Dog Training](#) for access by you and your employer.

### Changes to Enrolment/Personal Details

Throughout your course of study [Blue Dog Training](#) records need to be up-to-date and accurate.

Should you make any changes to your personal details, such as name, address and phone number or should you cancel your course please inform your trainer as soon as possible.

### Entry or Eligibility Requirements

You will need to contact [Blue Dog Training](#) to confirm any pre-requisites or eligibility requirements for entry to the course in which you are interested.



Entry requirements may relate to things such as:

- ✓ previous workplace experience
- ✓ previous completion of another qualification that is specified as a pre-requisite for a course
- ✓ access to a computer that has appropriate software and capacity to access learning and assessment materials
- ✓ access to an internet connection with sufficient capacity to download course materials
- ✓ access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

### Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, **Blue Dog Training** cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

### Personal Learning Plan

As part of the overall enrolment process, **Blue Dog Training** will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances.

If you are an apprentice or trainee, you will have a Training Plan as required by the relevant apprenticeship or traineeship legislation.

### Access and Equity

**Blue Dog Training** will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services.

**Blue Dog Training** prohibits discrimination based on factors including:

- |                  |                        |
|------------------|------------------------|
| ✓ Age            | ✓ Parental Status      |
| ✓ Ethnicity      | ✓ Race                 |
| ✓ Gender         | ✓ Religious background |
| ✓ Marital status | ✓ Sexual orientation   |

**Blue Dog Training** will work to ensure all students have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at **Blue Dog Training** to uphold our commitment to Access and Equity principles.

More information is available in the **Blue Dog Training** Access, Equity and Student Welfare Policy.



## Interpreters

Blue Dog Training recognises the diversity of its students and will strive to provide all possible assistance to help them achieve their training goals. Should the assistance of an interpreter be required Blue Dog Training will make every attempt to access appropriately qualified and accredited interpreters to assist.

Where interpreter services are accessed and not covered by government funding the cost of accessing these services will be borne by the student. Contact your trainer for further information on interpreter services and costs.

## Learner Support

Blue Dog Training determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

To maximise the chance of a student successfully completing their training, Blue Dog Training

- ✓ Identifies any support individual students need prior to their enrolment or commencement (whichever is the earliest)
- ✓ provides access to the required support throughout their training.

This may include providing support through:

- ✓ LLN support
- ✓ additional one on one support from a trainer
- ✓ other mechanisms, such as assistance in using technology for online delivery components.

If this support attracts an additional cost to the student Blue Dog Training will provide this information prior to the student enrolling.

## Other Support Services

Blue Dog Training is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Auslan Services <https://www.auslanservices.com/>

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

More information is available in the Blue Dog Training Access, Equity and Student Welfare Policy

## 8. Student/Course Fees

Costs for your training/assessment will be discussed with you prior to enrolment.

Student/course fees are subject to change.

Please contact Blue Dog Training if you have any questions related to these fees.





The cost of your training/assessment will depend on whether your training/assessment is being subsidised by government or industry or if you are undertaking the course on a fee-for-service basis. To be eligible for subsidised training/assessment you will need to meet certain eligibility requirements.

Information about fees and charges for individual courses, including eligibility requirements, is outlined on the Blue Dog Training website ([www.bluedogtraining.com.au](http://www.bluedogtraining.com.au)), in the Student Course Information for each course and student enrolment forms.

All student/course fees are payable in advance.

Several factors will determine how much your course will cost. This includes things such as:

- ✓ which course you will study
- ✓ any credits that may be applied through direct credit transfer
- ✓ your eligibility for subsidies or concessions.

### Student Contribution Fees - Queensland

For training subsidised by the Queensland Government, through the Department of Employment, Small Business and Training, in most cases students are required to contribute to the costs of their training/assessment through a co-contribution/student contribution fee. The fee may be paid on behalf of the student by the employer or a third party but cannot be paid or waived by [Blue Dog Training](#).

Under certain government subsidised funding arrangements concessional rates may apply for students which meet the following requirements:

- ✓ the student holds a health care concession card or pensioner concession card issued under Commonwealth Law, or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card, and is named on the card
- ✓ the student provides [Blue Dog Training](#) with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card
- ✓ the student is of Aboriginal or Torres Strait Islander descent
- ✓ the student has a disability
- ✓ the student is an adult prisoner.

For concessional status it is the responsibility of [Blue Dog Training](#) to verify and hold evidence of a student's eligibility at enrolment, so you will be required to provide evidence to support concessional status

### Student Contribution Fees – Apprentices and Trainees

In Queensland apprenticeship and traineeship training/assessment is funded through the User Choice Program which is administered by the state government Department of Employment, Small Business and Training.

As identified earlier, as a student you are required to contribute to the costs of your training/assessment. If you are an apprentice or trainee a Student Contribution Fee is your contribution to your training/assessment.

Student Contribution Fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. The Department of Employment, Small Business and Training may annually adjust Student Contribution Fees.



## Student Contribution Fees – Partial Exemption (Apprentices and Trainees)

Blue Dog Training will charge 40 per cent of the Student Contribution Fee where the student falls into one or more of the following exemption categories

- (a) The student was or will be under 17 years of age at the end of February in the year in which Blue Dog Training provides training, and the student is not at school and has not completed year 12.
- (b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- (c) The student has issued Blue Dog Training with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The student is of Aboriginal or Torres Strait Islander descent. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

## Student Contribution Fees – Full Exemption (Apprentices and Trainees)

Blue Dog Training will apply full exemption from the Student Contribution Fee where the student falls into one or more of the following exemption categories:

- (a) AVETMISS outcome 60 – Credit Transfer - where credit transfer/national recognition has been applied to a unit of competency/module.
- (b) AVETMISS outcome 65 - Superseded qualification - This relates to transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training is required.
- (c) the student is a school-based apprentice or trainee.

Blue Dog Training may apply full exemption from the Student Contribution Fee where payment of the Student Contribution Fee may cause the student extreme hardship.

Under these circumstances Blue Dog Training will seek advice from the Department of Employment, Small Business and Training prior to exemptions being granted.

## Student Contribution Fees – School Based Apprentice/Trainee (SAT)

A student who is a school-based apprentice is exempt from paying a Student Contribution Fee.

When a student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, Student Contribution Fees will be charged for training and assessment for any units of competency not yet commenced.

This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the Department of Employment, Small Business and Training.

## Student Contribution Fee - Fee-Free training for Year 12 graduates

Fee-free training is available to Year 12 graduates who enrol and start an apprenticeship, traineeship or training in a high priority qualification by the end of the calendar year following their completion of Year 12.

To be eligible to access fee-free training, you must:

- ✓ have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority or equivalent certification, and



- ✓ enrol and start an apprenticeship, traineeship or training, with an approved training provider in a high priority qualification by the end of the calendar year following completion of Year 12
- ✓ permanently reside in Queensland.

**If a student discontinues with one training provider, they can re-enrol with another training provider and still be eligible for fee-free training, provided it is within the calendar year after they complete Year 12.**

**Undertaking the fee-free training for Year 12 graduates may exhaust your entitlement to further Queensland Government subsidised training.** For this reason, it is very important that you take the time to consider and compare your training options and costs, before signing an enrolment form or committing to a course of study which will use up your Queensland Government subsidised training entitlement.

More information on this is available at: <https://training.qld.gov.au/training/incentives/year12-fee-free/fag>

### Student Contribution Fees – VETiS Students

A school student who is receiving training/assessment from [Blue Dog Training](#) under the Department of Employment, Small Business and Training VET in School (VETiS) program is exempt from paying fees. Any additional charges for the training the student is receiving are to be paid by the school to [Blue Dog Training](#).

More information can be found at

<https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>

## 9. Payment of Fees

Payment of course fees can be made to [Blue Dog Training](#) via Direct Deposit, Credit Card and in some cases Purchase Order. Full details of the fees you will need to pay and how you can pay them are provided on your enrolment form.

You have a 10 business day cooling-off period, which begins on the first business day after the payment of fees, during which time you can change your mind about undertaking training. You can cancel during this time without penalty.

### Failure to Make Payment

If payments are not made according to the agreed terms, [Blue Dog Training](#) may find it necessary to suspend training until payment is received.

Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. If you are experiencing financial difficulty, please contact [Blue Dog Training](#) as early as possible to discuss options.

## 10. Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable, as per the [Blue Dog Training](#) Student Fee Refund Policy.

Please contact your trainer to discuss your individual circumstances.



## 11. Queensland Government Funding Rules

The Queensland Government through the Department of Employment, Small Business and Training funds a variety of vocational education and training (VET) programs. Each program has its own funding arrangements and eligibility requirements. Details of relevant programs follow.

### VET in Schools (VETiS) program

Under this program the Department of Employment, Small Business and Training provides funding for school students to complete one approved VETiS qualification while at school.

When making a decision about completing an approved and funded VETiS qualification it is very important that you take the time to consider and compare your training options before signing an enrolment form or committing to a course of study which will use up your one Queensland Government subsidised VETiS training entitlement.

Further information is available on the department's website at:

<https://training.qld.gov.au/providers/funded/vetis>

### User Choice program

The User Choice program provides a government contribution towards the cost of training for eligible Queensland apprentices and trainees.

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a Training Contract for a qualification that is funded by the Department of Employment, Small Business and Training and be registered in DELTA, the department's apprenticeship and traineeship registration system.

The contract commencement date or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold a pre-qualified supplier (PQS) status for the nominated qualification. **Blue Dog Training** holds PQS status.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

In addition, apprentices and trainees, including school-based apprentices and trainees (SATs) can only receive a maximum of two government funding contributions under the current User Choice program.

There are other rules specifically related to funding for SATs, so students and their parents/guardians should discuss their intentions with their school's vocational education and training coordinator prior to signing up as a SAT. Australian Apprenticeship Support Network providers are another good source of information.

More information is available at: <https://training.qld.gov.au/training/incentives/userchoice>

### Student Training and Employment Survey - Department of Employment, Small Business and Training

If you are a student who will be accessing a Queensland Government subsidised training place, it is a requirement that you complete a student training and employment survey within three months of completing or discontinuing your training.

**Blue Dog Training** will provide the survey to you and will submit survey responses to the Department of Employment, Small Business and Training. More information on this is available at:

<https://training.qld.gov.au/site/providers/Documents/pqs/contract/student-survey-factsheet.pdf>



## 12. NSW Apprenticeship Training

Blue Dog Training provides training and assessment services to carpentry apprentices in NSW on a fee for service basis.

For more information please contact Blue Dog training at [trades@bluedogtraining.com.au](mailto:trades@bluedogtraining.com.au)

## 13. Course Information

Information specific to your course is provided in the relevant Student Course Information.

The Blue Dog Training flexible online delivery allows you to fit your study into your work, family and social commitments. You work through the course at your own pace, with a trainer available to support you every step of the way.

If you are an apprentice or trainee, under the requirements of your Training Contract, your employer must release you from work and pay the appropriate wages to attend any off-the-job training, including assessment as provided for in your Training Plan.

If you are an apprentice or trainee in Queensland more information on this can be found at:

<https://training.qld.gov.au/apprenticeshipsinfo/informationresources/Documents/info-sheets/is36.pdf>

If you are a NSW apprentice the Department of Industry Training Plan Guidelines identify your employer's obligations are *"to withdraw the apprentice/trainee from routine work duties, with pay, for a minimum of 3 hours per week, averaged over each four-week period, for the purpose of undertaking formal training, self-paced learning and assessment activities"*.

These guidelines are available at:

[https://www.training.nsw.gov.au/forms\\_documents/apprenticeships\\_traineeships/trainingplan\\_guidelines.pdf](https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/trainingplan_guidelines.pdf)

### Duration

How long your course will take depends on a number of factors, including

- ✓ your own efforts and commitment to submitting assessments regularly and on time,
- ✓ your study load (i.e. full-time or part-time) and
- ✓ how many units of competency (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Furthermore, the level of the qualification being undertaken will impact on course duration.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

### Volume of Learning

The AQF expresses the time expected to gain a qualification as 'Volume of Learning'. Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve a qualification.

Volume of Learning figures assume none of the units of competency identified in a qualification are currently held by the student. More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>





## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of units of competency. Each unit of competency defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each unit of competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment for CBT determines when you have the required skills and knowledge.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each unit of competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required in order to be deemed 'Competent'.

Assessors will look for evidence against which to base their judgements of competency. The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- ✓ Responses to verbal questioning
- ✓ Responses to theory questions
- ✓ Third party reports/employer confirmations
- ✓ Conducting a project
- ✓ Submitting a written report
- ✓ Compiling a portfolio of work samples
- ✓ Work task frequency reports ✓
- ✓ A combination of the above.

## Training and Assessment Strategies

Blue Dog Training has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Blue Dog Training trainers and assessors are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Blue Dog Training.

Our procedures regarding training and assessment ensure our processes meet national assessment principles including Recognition of Prior Learning (RPL), and Credit Transfer (CT).

All courses are assessed under the competency-based training and assessment criteria established under the Australian Qualifications Framework (AQF).

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.



## Third-Party Arrangements

A Third Party Agreement is one where another party would provide services on behalf of Blue Dog Training.

If applicable, details of Third Party Agreements will be found in the relevant Student Course Information.

## Recognition Processes

Blue Dog Training offers assessment processes that enable recognition of units of competency currently held, regardless of how, when or where the learning occurred. These are detailed below:

### (a) Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience.

The aim of RPL is to recognise your existing skills, knowledge and expertise without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- ✓ Authentic – it must be your own work
- ✓ Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- ✓ Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- ✓ Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more units of competency in your course. Talk with your trainer about this.

### (b) Recognition of Current Competencies

Assessment of a person's current capacity to perform – it applies if an individual has previously successfully completed the requirements for a unit of competency (or module) and is now required to be reassessed to ensure the competence is being maintained.

### (c) Credit Transfer

Blue Dog Training recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

## Transitioning of Training Products

From time to time training packages and qualifications are revised. When qualifications and units of competency contained in the revised training package replace the previously endorsed qualifications and units of competency, those previously endorsed products are referred to as 'superseded'.



To meet the best needs of students and industry [Blue Dog Training](#):

- ✓ transfers students from superseded qualifications to a replacement qualification as soon as possible
- ✓ does not accept any new enrolments in superseded training products after the transitional period of 12 months
- ✓ ensures all students are transferred to the new training product within 12 months of release. The transition of students is undertaken in collaboration with the student and employer where applicable.

### Foundation Skills

All training and assessment delivered by [Blue Dog Training](#) contain Foundation Skills.

Foundation Skills are a mandatory component of units of competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training.

Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## 14. Information for Apprentices and Trainees (Queensland)

If you are an apprentice or trainee, you will need to know the following information:

### Training Plan for Apprenticeships and Traineeships

For students enrolled in an apprenticeship or traineeship a Training Plan is negotiated which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the Training Contract.

### Failure to Progress Process

Apprentices and trainees are contacted by their [Blue Dog Training](#) trainer every six to eight weeks. In situations where an apprentice or trainee is failing to progress, in spite of constant reminders and reasonable access to time for training and all necessary technology, the following process is followed:

- ✓ The apprentice or trainee is reminded verbally of their lack of process and overdue activities. This contact is then recorded the [Blue Dog Training](#) contact log for the apprentice or trainee.
- ✓ The employer is contacted, informed and made aware of situation. This contact is also recorded in the contact log. At this time the employer is reminded of the requirement to release the apprentice or trainee from work to complete training.
- ✓ If there is no rectification or insufficient rectification at the time of the next contact the apprentice or trainee is told verbally and, in a letter, - copied to employer and the Department of Employment, Small Business and Training (DESEBT) - that they are now 1 to 2 months overdue.
- ✓ A date for assessment of the overdue units of competency is set for 1-month time and an entry is made in contact log.
- ✓ If the outstanding training and assessments are not completed by the set date DESEBT may then take action which can lead to them issuing the apprentice or trainee a formal reprimand and/or monetary fine.



## Cancellation Process

In situations where an apprenticeship or traineeship Training Contract is to be cancelled [Blue Dog Training](#) needs confirmation of this from both the apprentice and employer. The process which needs to be followed includes:

- ✓ Apprenticeship or traineeship remains active until the appropriate cancellation form (signed by the parties) has been provided to the Department of Employment, Small Business and Training.
- ✓ The employer needs to send [Blue Dog Training](#) written notification of the cancellation and the last day of apprenticeship or traineeship.
- ✓ To assist, [Blue Dog Training](#) can email the cancellation form to the employer. The employer can reply to the email stating the last day of the apprenticeship or traineeship (written notification).
- ✓ [Blue Dog Training](#) checks any units of competency the apprentice or trainee can be signed off in. If there is, this must be finalised before the cancellation date. After the date of cancellation, the Training Contract is not active and results cannot be issued.

## 15. Assessment Information

### Submitting Assessments

You are expected to complete assessments for all units of competency in your qualification. You will need to submit assessments by the due date for a result to be recorded.

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Ensure you talk to your trainer to clarify anything that is not clear to you.

### Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or recording more task frequency demonstrations.

[Blue Dog Training](#) does not charge a fee for resubmission of assessments. If, after three resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit of competency, in order to achieve the full qualification.

All of the staff at [Blue Dog Training](#) will take every reasonable effort to help you succeed in your course.

### Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit of competency you must meet the requirements for all elements that comprise that unit of competency.

### Plagiarism

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by [Blue Dog Training](#).

To help you understand, the following are examples that constitute plagiarism:

- ✓ Downloading photographs from the internet and claiming they are photographs of your own work
- ✓ Copying sections of text and not acknowledging where the information has come from



- ✓ Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- ✓ Presenting work that was done as part of a group as your own
- ✓ Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- ✓ Unintentionally failing to cite where information has come from.

**Note:**

- ✓ All work that you submit must be your own.
- ✓ You will be asked to sign a declaration at the commencement of each assessment stating that the work you submit is your own work.

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

## Appeals and Complaints

Whilst as a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome; you are encouraged to speak with your trainer/assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

A student can also make a complaint about:

- ✓ Academic matters from students;
- ✓ Non-academic matters from students; and
- ✓ Non-academic matters from persons seeking to enrol with Blue Dog Training in a course or unit of study

Details about how to make and/or manage a complaint or appeal can be found in the [Blue Dog Training Complaints and Appeals Policy](#)

## Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you.

## 16. Student Conduct

Just as [Blue Dog Training](#) has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet.

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

[Blue Dog Training](#) views student misconduct seriously.

[Blue Dog Training](#) expects that students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of [Blue Dog Training](#).

Consequences of student misconduct vary up to and including expulsion from the course.





Examples of student misconduct include, but are not limited to:

- ✓ Academic misconduct including plagiarism and cheating
- ✓ Harassment, bullying and/or discrimination
- ✓ Falsifying information
- ✓ Any behaviour or act that is against the law
- ✓ Any behaviour that endangers the health, safety and wellbeing of others
- ✓ Intentionally damaging equipment and/or materials belonging to [Blue Dog Training](#) and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- ✓ Formal reprimand (warning)
- ✓ Suspension from the course
- ✓ Student to reimburse the costs incurred by any damage caused
- ✓ Cancellation of the course without refund and/or credit
- ✓ Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following the [Blue Dog Training](#) Complaints and Appeals Policy.

### Academic Misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

### Workplace Health and Safety

Workplace health and safety legislation applies to everyone at [Blue Dog Training](#).

All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

### Smoking, Drugs and Alcohol

[Blue Dog Training](#) is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on [Blue Dog Training](#) premises, to use Blue Dog Training facilities or equipment, or to engage in any Blue Dog Training activity.

## 17. Student Feedback

[Blue Dog Training](#) is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time but will also specifically ask for it at the completion of your study.



## 18. Issuing Certificates

Upon successful completion of your course, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for [Blue Dog Training](#) and other RTOs in the *Standards for RTOs 2015*.

For more information refer to the [Blue Dog Training](#) Issuance of Certification Policy.

If for some reason [Blue Dog Training](#) ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units of competency within the qualification for which you have successfully met requirements.

## 19. "White Card" Safety Induction Verification Process

[Blue Dog Training](#) delivers the 'white card' under licence agreements with the Queensland and Western Australian governments.

It is a condition of these agreements (and part of the [Blue Dog Training](#) quality assurance procedures) that we undertake a verification process of individuals completing this training.

This process is used to assist in the determination as to whether or not the person who is to receive the "White Card" is the person who actually completed the course.

Please note:

- ✓ Where it has been identified that a false declaration has been made or that the person who is to receive the "White Card" has received assistance, other than from a [Blue Dog Training](#) representative, no "White Card" will be issued and payment forfeited.
- ✓ Where the person is un-contactable for verification, a letter will be sent outlining the process and that he/she needs to contact [Blue Dog Training](#) within 7 days to undertake the verification process or they will not receive a White Card and their payment forfeited.